

**MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION**

Position Title: Family Service Supervisor	Department: Human Services	Division/Section: Family Services
Classification: Full Time-Salaried/Exempt	Salary: \$38,251 - \$45,260	Supervisor: Family Service Program Manager
Supervision Exercised: Family Service Case Managers and Support Specialists in the Family Service Unit	Posting Date: Monday 8/26/19	Deadline Date to Apply: Friday 9/13/19
Position Summary: This is a management position, providing direct supervision of social workers/case management staff, performing juvenile justice and child protective/welfare services. The primary functions of this position include program development and monitoring, providing administrative direction, case assignment and workload management, program and staff evaluation. This position may involve some direct service work, participation in the development and deployment of a seamless crisis response system, on-call response consultation and mobile crisis response. This position will work closely with the Family Services Manager regarding program and fiscal management; planning, organizing, and evaluating programs, contract management, budget preparation, personnel supervision, managing staff workloads, performance evaluations, and service program coordination with various community agencies and community education. This position will serve on the Management on-call rotation calendar schedule.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer and oversee assigned program areas; receive referrals, screen, assign and monitor the case progression; work in coordination with Law Enforcement and other agencies.
- Work with Program Manager to develop, administer and oversee WISACWIS (Wisconsin Statewide Automated Child Welfare Information System) – case management and monitoring of child welfare services including support services, foster care and adoption assistance, case plan, and permanency planning
- Oversee and administer alternate care placements, includes licensing, recruiting, and training for foster homes, maintaining resources for alternate care and ensuring completion of financial and placement forms. Evaluate, authorize and monitor placements and background checks. Monitoring of rules and regulations, resources, rate information and processing of foster care payments, per state guidelines.
- Certified in the SAFE Home Study for Foster Care licensing.
- CANS Certified
- Implement and monitor Independent Living Program Services to meet State requirements, ensuring services are provided and budget limitations are maintained.
- Ensure after hour emergency on-call services are available, including responding to crisis calls, triage, coordinating after-hour services as needed and serving as management consult on the management on-call calendar rotation.
- Ensure customer satisfaction surveys are conducted with respect to the operations of programs
- Ensure that staff inform individuals of the general nature and purpose of a program, regulations, service costs, if any; and program's procedures for follow-up and clients' rights. Ensure that client rights are protected and are not subjected to unlawful discrimination.
- Ensure compliance with Administration Codes, rules, regulations and polices; and assure that quality services are integrated, accessible and efficiently delivered. Abide by all confidentiality laws.
- Provide technical assistance and direct service consultation in the interpretation of policies/regulations, and program requirements; resolve disputes/questions arising from program operations.
- Establish program priorities in addition to those mandated based on service needs, available resources and funding, and the range and level of services required, including establishing procedure for waiting lists, if allowable.
- Oversee representations for court, provide written/oral reports, testimony and perform any other court-related duties as necessary and required. Provide training to staff.
- May be required to assume direct service responsibility as needed and/or in the absence of staff for all program service areas assigned
- Ensure crisis service issues are handled on a timely basis and that flexible hours are maintained as necessary to ensure program delivery.
- Serve as consultant to on-call staff, provide necessary and appropriate training to staff and serve when needed as backup to meet crisis response and be part of mobile response team
- Perform quality assurance of program service areas; identify barriers to productivity and growth in all program areas; includes strategies for performance improvement and ensure effective and efficient operation of program.
- Assists in the development, maintenance, and implementation of agency operational policies, prepares grant applications, and engages in program development and recommends program and policy changes.

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- Assist in budgeting process for assigned programs. Carry out and understand funding sources, rules and requirements, assume daily responsibility with regards to expenditures, revenues, and contracts.
- Provide leadership and exercise supervisory responsibility over assigned staff, includes: orientation, staff development, skill assessment, performance evaluation and disciplinary actions as necessary
- Delegate, supervise, coordinate and monitor the activities of program staff and contracted staff; establishing a meaningful and appropriate structure within the unit; develop work activities and task assignments;
- Participate in screening, hiring and interviews and assist in establishing and updating position descriptions
- Prepare, calculate, and submit assigned staff payroll, as directed and monitor attendance and punctuality.
- Monitors and evaluates cooperative agreements, contracts and assures services meet compliance standards; Oversee, monitor and evaluate contracted providers, as assigned
- Maintain an understanding of policies, procedures, laws, administrative codes, and abide by all confidentiality laws and provide staff training to ensure compliance.
- Maintain and implement Grievance Procedures; address issues from the public, clients, agencies, and state; assure appropriate follow-up to insure resolution of matters;
- Maintain and implement Affirmative Action plans, Civil Rights; Implement and monitor compliance with Agency policies and procedures and other state/federal laws.
- Serve as backup for assigned staff and/or as directed.
- Regular and reliable level of attendance is a necessary element of this job.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Understanding of Human Service Programs, Child Welfare Services, Foster Care, Child Abuse/Neglect, Youth/Juvenile Services, Children's Waiver and Birth to 3 programs, developmental disabilities, mental health and substance abuse and an understanding of roles and functions of court systems
- Administrative, managerial and supervisor practices with ability to counsel, mediate, and provide first line supervision; leadership skills
- Ethics and Boundaries and code of conduct
- Fundamentals of budgeting, planning, program analysis methods, development and implementation
- The ability to learn about community resources within and outside of the County and help create new resources for children and families.
- Work independently with sound organizational, problem-solving, multi-tasking, prioritizing, decision-making skills and to evaluate productivity and efficiency levels of program service delivery
- Ability to concentrate on details to ensure accuracy and to utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications and situations
- Ability to apply professional communication skills effectively, orally and in writing, and ability to follow instructions
- Ability to Interpret; apply laws, requirements, policies and procedures, clearly and tactfully to daily operations.
- Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism,
- Ability to cope with time-pressured deadlines and to successfully adapt to changes; handle emergency situations and to work with resistant or involuntary families.
- Skill in assessing children and families around the issues of family dysfunction and delinquency. Skill in negotiating and facilitating plans for risk and safety stabilization for the child, family and community.
- Ability to initiate action, to organize projects, to solve problems, to enhance communication or improve processes to ensure comprehensive/effective service delivery
- Skill in facilitating a team approach process in working with children and families.
- Skill in office terminology, practices, security, and office equipment; Business English, spelling, grammar and general mathematical skills
- Drive in and out of County as needed to carry out responsibilities and to attend training/meetings.

REPORTS/RECORDS:

- Prepare numerical, assessment and/or narrative management reports, records, and other necessary paperwork within specified time frames according to controls affecting the Agency, including timely and accurate mileage reports, daily logs, and any other forms in accordance with policies and procedures.
- Ensure audit compliance and prevent any disallowed funding, includes providing assistance during on-site audits, preparing findings and corrective action.
- Ensure, monitor and review case files for documentation in order to maintain concise and confidential records and to support program mandates and certification

- Directs collection, analysis, and interpretation of statistics significant to program planning and prepares and maintains statistical data (reports and spreadsheets); prepares an annual report
- Acquire and maintain a working knowledge and understanding of reporting requirements, memos, bulletins, and other program manuals
- Determine and review any potential reimbursement by third-party payers. Ensure that financial, cost share, or uniform fee plans, if allowable, is implemented. Follow Wisconsin Medicaid's medical record documentation requirements and covered services as they apply. Bill all allowable services and submit billing as directed
- Ensure compliance with Human Service Reporting System (HSRS), if applicable, and other State or Agency systems

CONTACTS/RELATIONSHIPS/LIAISON:

- Represents the agency through interaction/consultation with various resources and the community
- Serve as State Contact person for security access for allowable staff in the State Systems
- Serve as a consultant to all levels of management, Boards, and line staff; participate as a member of the management team to develop and implement policies and procedures
- Coordinates activities to promote continuity of care and community involvement; participates in community planning
- Assist and implement assigned areas of the Emergency Government Plan for the Agency; and actively participate in aspects of emergency government for the community.
- Establish, support and promote the establishment of a shared set of values, collaboration, decision-making and planning activities that collectively drive the work of the organization while retaining flexibility and adaptability.
- Maintain timely correspondence and response to telephone calls/messages.
- Identify and access all external and internal resources available. Work to develop needed resources.
- Provide public awareness and education and gather public input with respect to assigned programs.
- Assist in the publishing and distributing of articles, news releases, newsletters and service announcements.

TRAINING/MEETINGS:

- Establish staff development activities to improve staff competency and job performance, and approve staff attendance at training, seminars, conventions and educational events; Provide training for on-call staff
- Establish and conduct regularly scheduled sessions with each individual staff member, provide staff direction; ensure required clinical supervision is provided as set forth in standards for program certification and conduct unit meetings for supervision and support and to communicate agency business
- Participate in regular supervision to review and discuss assignments, issues, performance, and in other internal meetings, including Board meetings as directed
- Participates in workshops, community meetings and other organization functions to promote acceptance and support of programs
- Attend professional development activities as agreed to by Immediate Supervisor and/or Director

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Social work or related Human Services/behavioral science field from an accredited University. A major in Social Work or Masters Degree is preferred.
- Must be certified as a Social Worker in the State of Wisconsin; or be certification eligible; or eligible for Temporary Certificate, pursuant to Act 160 Chapter 457.08, certified preferred.
- Three (3) or more years direct social work experience in the area of child protective services or juvenile justice with a working knowledge of both areas.
- Supervisory/management experience. A combination of training, advanced education and experience, that provides equivalent knowledge, skills, and abilities may be considered
- Experience in computer operations, software usage, and data entry
- Professional communication, writing, and interpersonal skills.
- Availability to work unscheduled hours, including evening and weekend hours, as needed and available to respond and assist staff responding to crisis
- Possession of a valid Wisconsin Driver's license and access to an owned, insured vehicle and provide evidence of meeting such requirements on a continual basis; must have a good driving record
- Must possess and maintain a personal/home telephone.
- Proof of any education, training or experience is required.

PHYSICAL DEMANDS:

To perform and function in situations encountered in a normal office setting. No physical limitations that would impair mobility or restrict ability to lift and/or move up to 10/15 pounds and occasionally lift and/or move up to 25/30 pounds; sit down/get up or bend/stoop; frequently climb flights of stairs; sit for a number of consecutive hours; concentrate on precise and critical information; operate/drive a car; requires manual dexterity sufficient to operate standard office equipment and drive in all kinds of weather.

No limitations that would impair or restrict ability to hear and understand communication or to communicate with others, to comprehend oral or written instructions, and to read manuals, forms, and other documentation.

Specific vision abilities required by this job include close, distance, color vision, peripheral vision, depth perception and ability to adjust focus. No limitations that would impair or restrict ability to make visual observations, i.e. observe home conditions, client's health and safety, verbal/nonverbal cues, possible hostile/confrontive situations, discriminate different shades of color.

While performing the duties of this job, employee is may occasionally be exposed to wet and/or humid conditions, outside weather conditions and heat.

MENTAL DEMANDS:

Must be able to analyze many variables and choose the most effective course of action for the Organization at any given point in time. Must make effective decisions. Personal maturity is an important attribute. Must relate and interact with people at all levels.

Must have a long attention span in order to listen to people, perceive the real problems and bring issues to a successful conclusion. Must be culturally sensitive.

Stressful factors include the on-going intensity of involvement with consumers, the public, personnel and complaints/grievances

PERSONAL CHARACTERISTICS:

Appearance should be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, sensitivity to feelings and ideas; a willingness to give and sustain help; dependable, reliable, flexible, have integrity, insight, imagination, and creativity.

AUTHORITY:

This position description is an illustration of the duties and responsibilities of this position and is not intended to be all inclusive. Board reserves the right to add or remove duties and to assign other duties as necessary.

Special Note:

A thorough background check will be conducted as part of the hiring process to determine whether the circumstances of any conviction or pending charge may be related to the job being filled. Confidentiality is mandatory in all aspects of the job. Candidate selected for hire will be subject to a drug test and employment will be contingent on the results of said test.

BENEFITS: To see a summary of Menominee County's benefits, visit Menominee County's website at www.co.menominee.wi.us and click on the "Career Opportunities" tab appearing in the left margin of the home page.

APPLICATION PROCESS:

A complete application includes:

- Menominee County Employment Application available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us under the "Career Opportunities" tab appearing in the left margin of the home page);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of college transcripts (official "stamped" copies due prior to start date if offered the position);
- Copy of valid Wisconsin Driver's license.

Applications that are incomplete or do not include the information described above will be screened out and will not proceed to the interview stage.

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Courthouse
Attn: Human Resources
P.O. Box 279
Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.